

Q1	Does your pharmacist try to make it easy for you to talk with him/her?				
A :No, not at all.	B :Yes, he/she is trying very hard.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q2	When your pharmacist talks to you, do you think he/she takes care to use words you can easily understand?				
A :No, not at all.	B :Yes, definitely.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q3	Does your pharmacist understand any complaints you may have, and does he/she answer them appropriately?				
A :He/she doesn't answer them appropriately.	B :He/she answers them appropriately.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q4	Are you able to understand the instructions your pharmacist gives you to ensure that you are using the drug(s) properly?				
A :I cannot understand them at all.	B :I understand them completely.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q5	Do you think your pharmacist knows anything about your lifestyle habits?				
A :He/she doesn't know anything about them.	B :He/she knows all about them taking.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q6	Do you think your pharmacist is aware that you are using products other than the drugs that were prescribed to you at a hospital, such as over-the-counter medications or health foods (including nutritional supplements)?				
A :He/she is completely unaware of this.	B :He/she is fully aware of other drugs I am taking.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q7	Do you think your pharmacist knows whether the drug(s) you are taking is/are effective?				
A :He/she does not know anything about this.	B :He/she is fully informed.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q8	Do you think your pharmacist has an understanding of the changes in your health condition caused by the drug(s) you are taking?				
A :He/she does not have any understanding.	B :He/she understands completely.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q9	Do you think your pharmacist is consciously protecting you from the adverse effects of drugs?				
A :I don't think he/she is at all.	B :Yes, definitely.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q10	Do you think that the pharmacist who provides you with drug information is your "family or regular pharmacist"?				
A :Certainly not.	B :Yes, definitely.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q11	Do you feel that you can ask a pharmacist questions about medications instead of your doctor?				
A :No, not at all.	B :Yes, definitely.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	
Q12	Do you think that a pharmacist is more of a medication specialist than a doctor?				
A :No, not at all.	B :Yes, definitely.				
1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B	

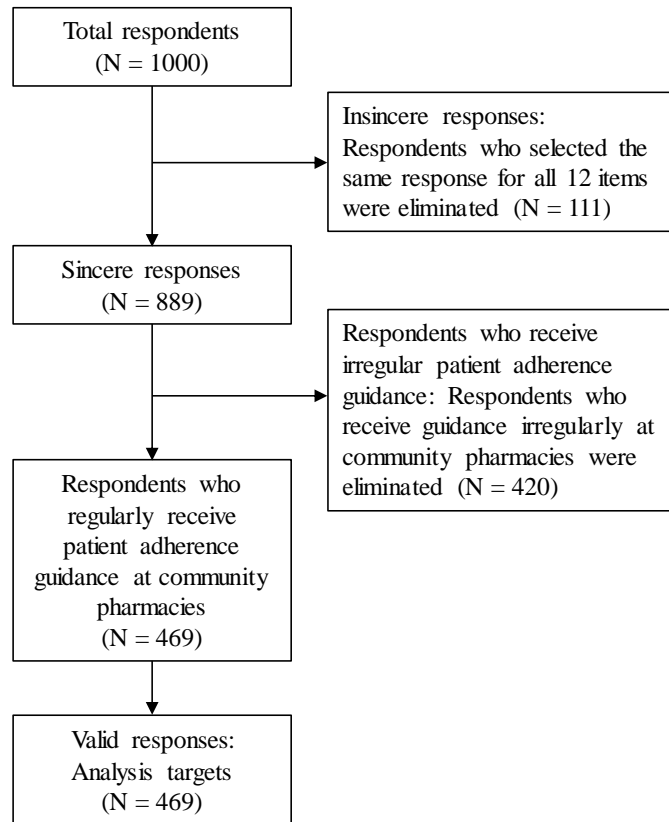
Figure S1. Patient questionnaire

Q1	Do you try to make it easy for your patients to talk with you?				
A :I'm not trying at all.	B :I'm trying very hard.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q2	When you talk to your patients, do you choose your words carefully so that you are easily understood?				
A :Not at all.	B :Yes, definitely.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q3	Do you understand your patients' complaints and answer them appropriately?				
A :I don't think I'm answering them appropriately.	B :I think I'm answering them appropriately.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q4	Do you think your patients are able to understand the instructions you give to them to ensure that the drugs are used				
A :They do not understand them at all.	B :They fully understand them.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q5	Do you know anything about your patients' lifestyle habits?				
A :I do not know anything about them.	B :Yes, I know all about them.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q6	Do you know whether the patients to whom you dispense drugs take over-the-counter medications or health foods (including nutritional supplements)?				
A :I do not know anything about this.	B :I am fully aware of what else they are taking.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q7	Do you know whether the drug(s) your patients are taking are effective or not?				
A :I have no information.	B :I am fully aware.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q8	Do you understand the health changes caused by the drug(s) you dispense to patients?				
A :None whatsoever.	B :Yes, I have a very good understanding.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q9	Do you feel that you are consciously protecting your patients from adverse drug effects?				
A :Not at all.	B :Yes, absolutely.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q10	Do you think your patients see you as their "family or regular pharmacist"?				
A :Not at all.	B :Yes, definitely.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q11	Do you think your patients are more likely to ask questions about medications to a pharmacist, instead of a doctor?				
A :No, not at all.	B :Yes, definitely.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B
Q12	Do you think that a pharmacist is more of a medication specialist than a doctor?				
A :I don't think so at all.	B :Yes, definitely.				
	1:Close to A,	2:Fairly close to A,	3:Cannot say either way,	4:Fairly close to B,	5:Close to B

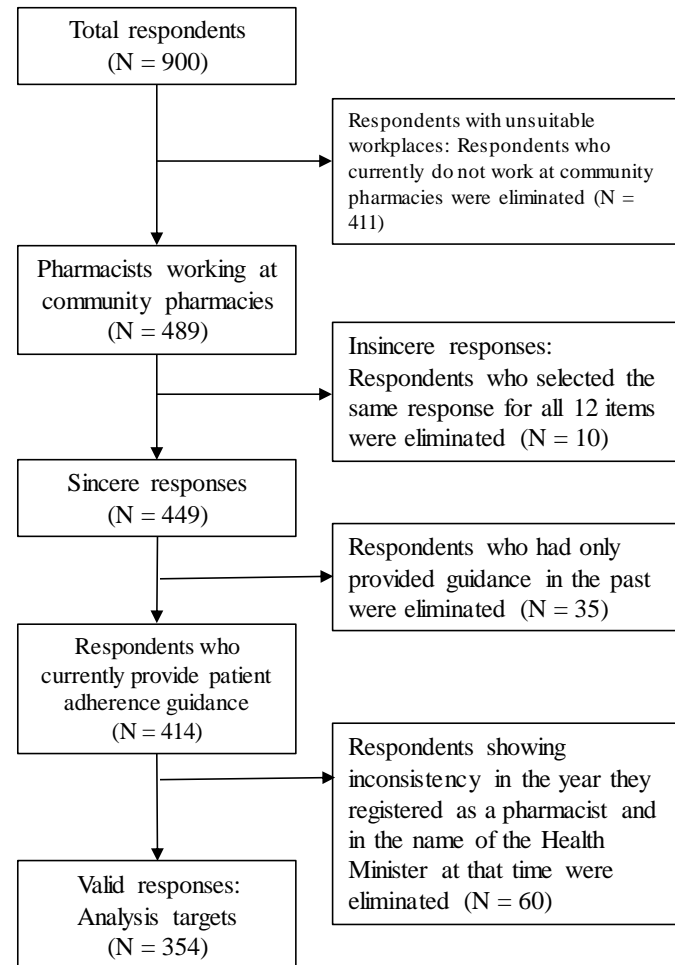
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2 Figure S2. Pharmacist questionnaire

(a)



(b)



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2 **Figure S3. Study flow diagram**

3 (a) Patients, (b) Pharmacists